# GOVERNMENT OF INDIA
# COMMUNICATIONS
# LOK SABHA

UNSTARRED QUESTION NO:3801
ANSWERED ON:09.08.2017
Telephone and Broadband Service in Maharashtra
Jadhav Shri Prataprao Ganpatrao

**Will the Minister of COMMUNICATIONS be pleased to state:**

(a) the status of BSNL telephone and broadband service in Maharashtra including in Buldhana Parliamentary constituency at present;

(b) the action taken by the Government to improve the quality of the said service;

(c) the number of complaints received in this regard so far;

(d) whether these complaints have been redressed by the Government; and

(e) if not, the reasons therefor?

## Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) As per Performance Monitoring Reports (PMR) of Telecom Regulatory Authority of India (TRAI) for the quarter ending March 2017, for Basic Wireline and Broadband Service, Bharat Sanchar Nigam Limited (BSNL) is meeting the Quality of Service (QoS) benchmarks for all the network related parameters in all the service areas including Maharashtra Service area.

BSNL has reported that landline telephone and internet service are functioning satisfactorily in Maharashtra Circle including in Buldhana Parliamentary constituency. However there are few instances of disruption of services due to power failure, transmission media failure and local cable cuts which are attended on day to day basis.

(b) The action taken by the BSNL Maharashtra circle to improve the quality of the said services include:

1. Monitoring of landline and broadband operational parameters/reports on daily/weekly/monthly basis.
2. Improving the external plant by upgradation and rehabilitation activity, in order to address fault rate and fault clearance.

3. All broadband network elements are being monitored through centralized server on real time basis.
4. Next Generation Network (NGN) roll out to replace earlier exchanges is already under way to give good Quality of Service to customers.
5. Exchange failure due to OFC (Optical Fibre Cable) faults and local cable breakdown is attended timely.
6. SSAs (Secondary Switching Areas) are also instructed to keep watch over proper functioning of all landline network.

(c) to (e) Status of complaints received in during 2017-18 upto 30.06.2017 is as under:

| Complaints received by | Number of landline complaints booked | Number of broadband complaints booked |
|---|---|---|
| Maharashtra Circle | 2,79,989 | 68,432 |
| Buldhana SSA | 1,931 | 416 |

BSNL has informed that all the above said complaints booked upto 30.6.2017 have been resolved.

**********